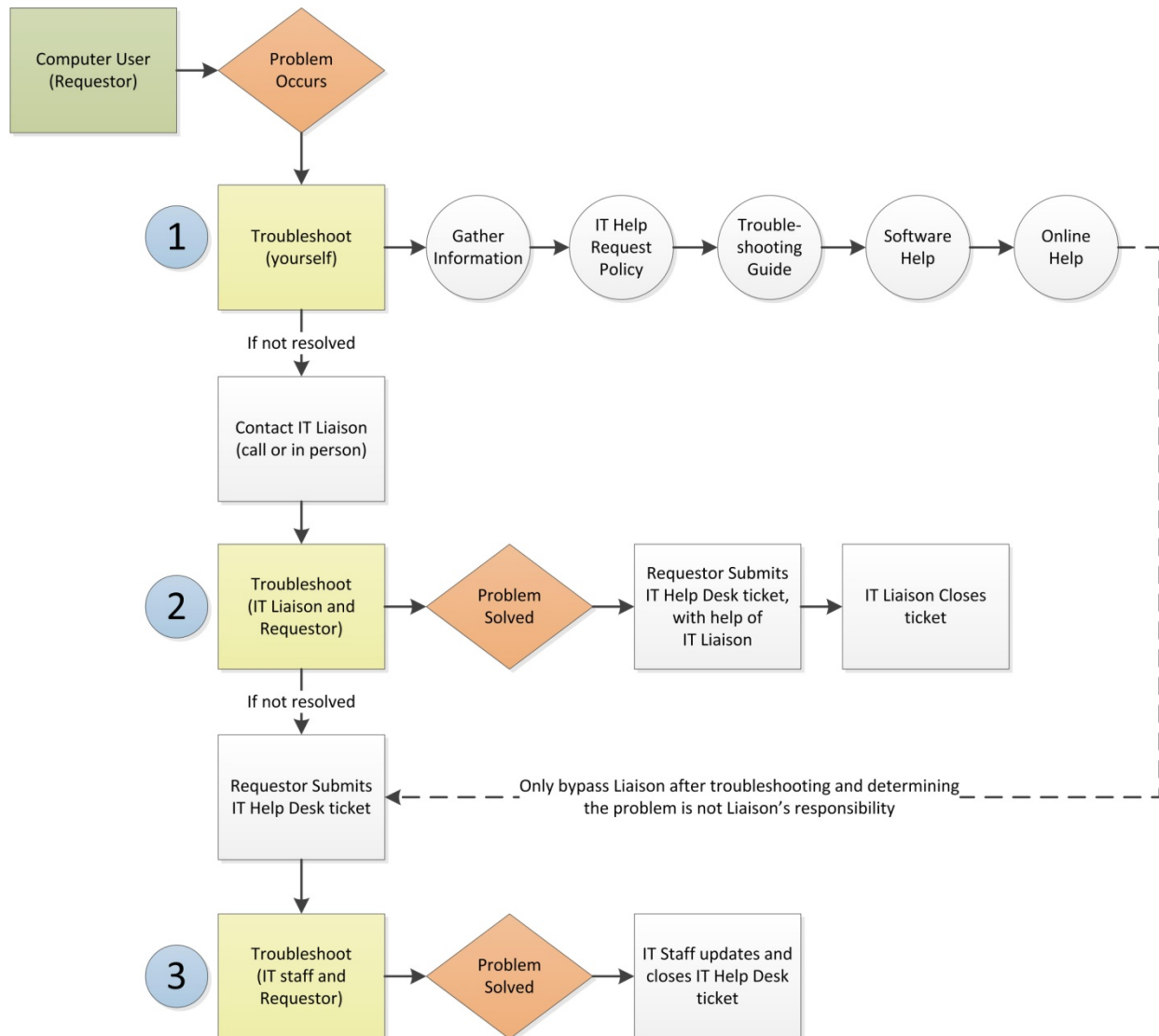


PURPOSE

This document summarizes the Town of Arlington's policy and framework for what we expect of staff when a computer problem occurs. Full details about the policy and framework are available in the documents named IT Help Request Policy, IT Liaison Program Summary, and the Troubleshooting Guide found on the town website at: arlingtonma.gov/departments/it-resources-for-staff. As a computer user, it is your responsibility to have or learn and maintain a certain level of computer skills. When a problem occurs the Town of Arlington expects you to use the resources provided and follow the policy and framework described here to solve your computer problem.

STEPS TO FOLLOW WHEN A COMPUTER PROBLEM OCCURS



IT LIAISON ROSTER: CONTACT ONLY AFTER YOU TROUBLESHOOT

Liaison by Territory	Liaison by Territory
Board of Health/Council on Aging	Legal/Jarvis House
Patti Brennan	Peter Buckley
Board of Selectmen	Library
Ashley Maher	Liz Dellanno
Cemetery	Payroll
Adam Kurowski	IT Department Staff
Community Safety Building, Police	Recreation
Brendan Kiernan	Erin Campbell
Danielle Smith	Retirement
Vitaly Volkov	IT Department Staff
Comptroller	Town Hall Annex
IT Department Staff	Adam Kurowski
Credit Union	Claire Roberts
IT Department Staff	David Fields
DPW Administration	Eve Margolis
Kurt Kelley	Town Hall Main
Teresa Schanda	Adam Kurowski
DPW Garage	David Fields
Kurt Kelley	Eve Margolis
Engineering	Mike Morse
Kurt Kelley	Treasurer
Teresa Schanda	Mike Morse
Fire Houses	Weatherization
Al Sharpe	Doreen Piacitelli
Bob Morse	Whittemore Robbins House
Kevin Kelly	Juliet Collins
Human Resources	Patti Brennan
Claire Roberts	
Inspectional Services	
Ashley Maher	
IT Department Staff	